



Late Backup


June 28, 2012

Dear Mayor Leffingwell, Council Members and City Manager Ott:

I am writing on behalf of ADAPT of Texas to oppose item 76 on the City Council agenda for 6/28/12. Lone Star Cab Company has not made good faith efforts to provide equivalent taxi service to passengers needing wheelchair-accessible cabs. Lone Star's proposal to have one "in house" driver for wheelchair cabs and one back-up driver will not adequately address the need for equivalent service, meaning that wheelchair users in need of cab service will often be forced to wait far longer than nondisabled passengers for service or be denied service entirely. This is both unacceptable and a flagrant violation of the Americans with Disabilities Act. This City Council should not continue to allow Lone Star to operate a business that does not provide equal service to customers with and without disabilities.

In a similar vein, we support item 77 on the Council agenda, including the franchise renewal and additional permits for Yellow Cab Company. Yellow Cab has recently committed to making several changes in its process for leasing and operating wheelchair-accessible cabs, which we believe will significantly improve service equivalency for customers with disabilities. It is our understanding that the additional permits under consideration will be used to increase the availability of cab service to customers with disabilities.

Sincerely,


 Jennifer McPhail
 Community Organizer,
 ADAPT of Texas